


## Complaints - P1 WIMAX - Network problem and System Downtime

Written by Administrator

Thursday, 12 November 2009 17:00 -

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 I have P1 Home-Pro Package (2.4Mbps download & 500kbps upload ♦ RM199/month) for sometime. However, I have been experiencing major slowness (below 800kbps download) since early Oct 09. Network respond problem only happen on pick hours such as night and weekend. There is P1 ticket: 265559 was open and assist by XXXXXX on Oct 13, 2009. The last discussion to have someone from P1 field support to be onside but not able to do that since P1 network is down from Nov 2, 2009 until today.

Some are the information might help for this report:

- My house address: Taman Serdang Raya, Seri Kembangan, Selangor
- P1 temporary service interruption notification was send on Nov 3, 2009
- Bandwidth test result from early Oct 09 -

Thanks

**Status Of the Case :** Brought forward to P1 Wimax attention and SKMM attention already.

**NCCC Advice:**

We hope more complaint received and support from consumers on this issues, as we all know that government are looking at Broadband Matter seriously, so we can highlight this matter to the Proper Channels in Malaysia, the more complaint the stronger the impact can be.

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